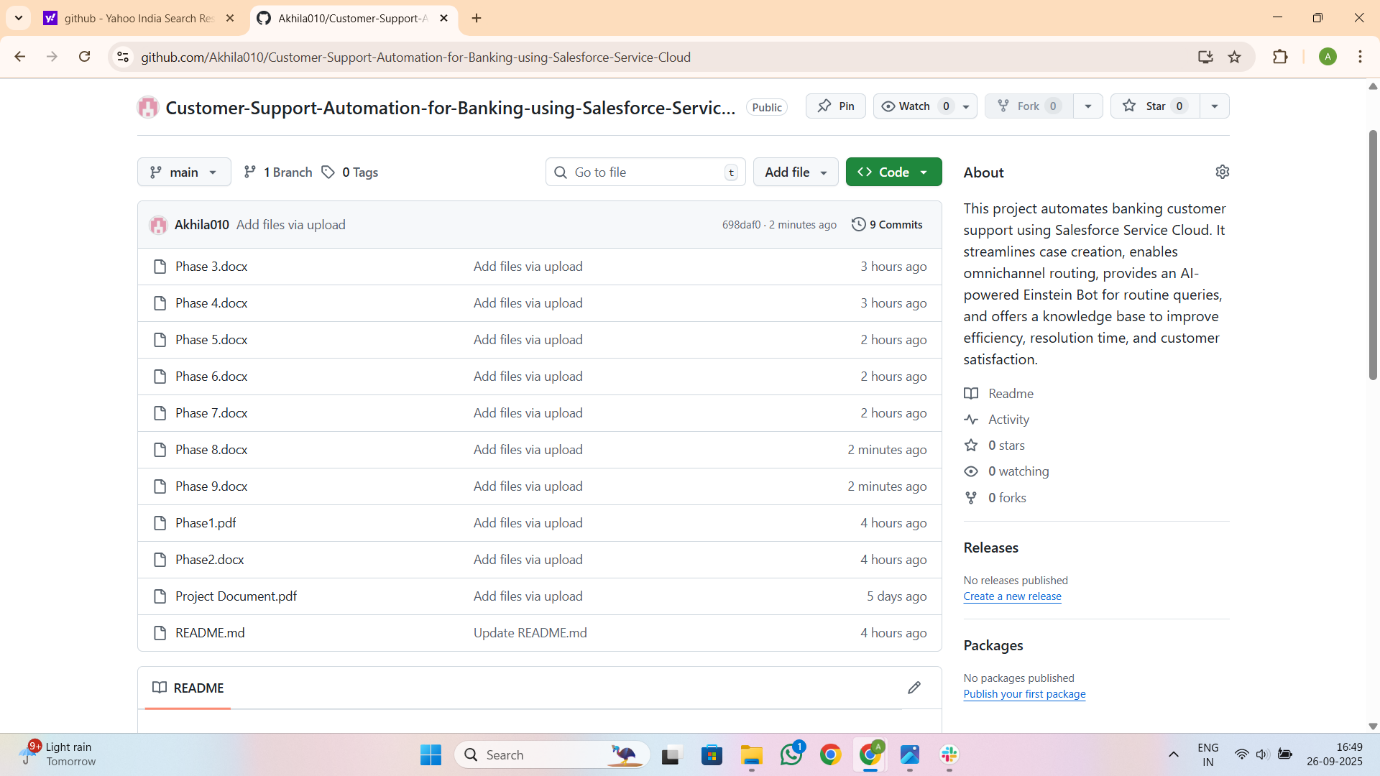
**Phase 10: Final Presentation & Demo Day**

**Objective:**

The goal of this final phase was to package and present the completed project. This involved creating final documentation, preparing a demonstration of the key features, and organizing the project for a professional portfolio showcase.

**Completed Actions:**

* **Demo Walkthrough:** A detailed demo script was prepared to showcase the end-to-end functionality of the application. The walkthrough covers logging in as a support agent, creating a case to demonstrate the automated routing and prioritization, and then logging in as a manager to view the live performance dashboard on the custom Home Page.
* **Handoff Documentation:** Comprehensive documentation for each phase of the project was created. A README.md file was also prepared for the project's repository, summarizing the problem statement, the solution, and the key features implemented.
* **Portfolio Showcase:** The entire project, including all documentation and screenshots, was organized and prepared for inclusion in a professional portfolio, such as on GitHub to showcase the skills and solutions developed.
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